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Create and manage users

PUQcloud Panel

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This guide explains how administrators can create users, view their client associations, edit details, and remove users in **PUQcloud Panel**.

Overview

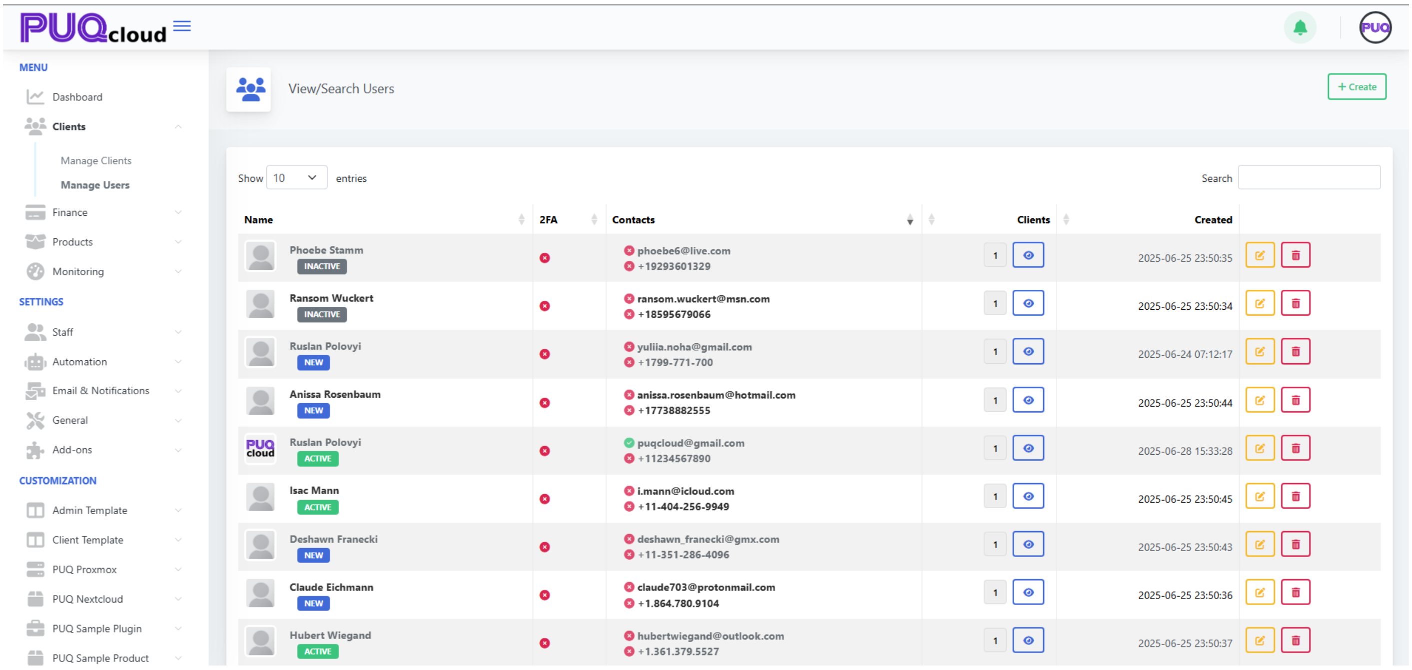
- **Path: Menu → Clients → Manage Users**
- **You can:**
    - Create a new **User** (login identity).
    - View a user's **associated clients** and statuses.
    - **Edit** contact info, language, verification flags, and 2FA.
    - **Delete** a user account.
- **Who:** Staff with permission to manage users.

> **Tip:** A **User** is a person's login. A **Client** is an account/business they belong to. One user can be associated with multiple clients (e.g., consultant, owner). Permissions are managed from the **Client → Users** tab.

List View (Manage Users)

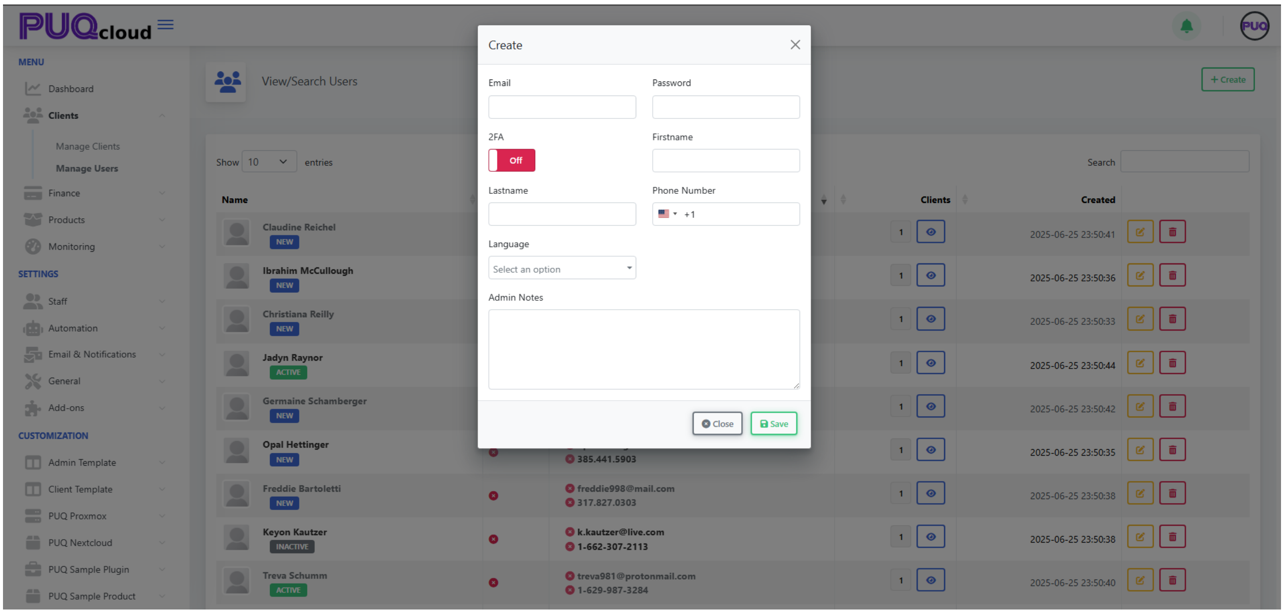
In the table you'll see: avatar, name, status badges (e.g., **ACTIVE**, **INACTIVE**, **NEW**), **2FA** indicator, contact details (email, phone), **Clients** counter with an **eye** button, **Created** date, and row actions (**Edit**, **Delete**). Use **Search** to filter.

(Screenshot: View/Search Users list view)



Create a User

1. Go to **Clients → Manage Users** and click **+ Create**.
   (Screenshot: Create User modal)



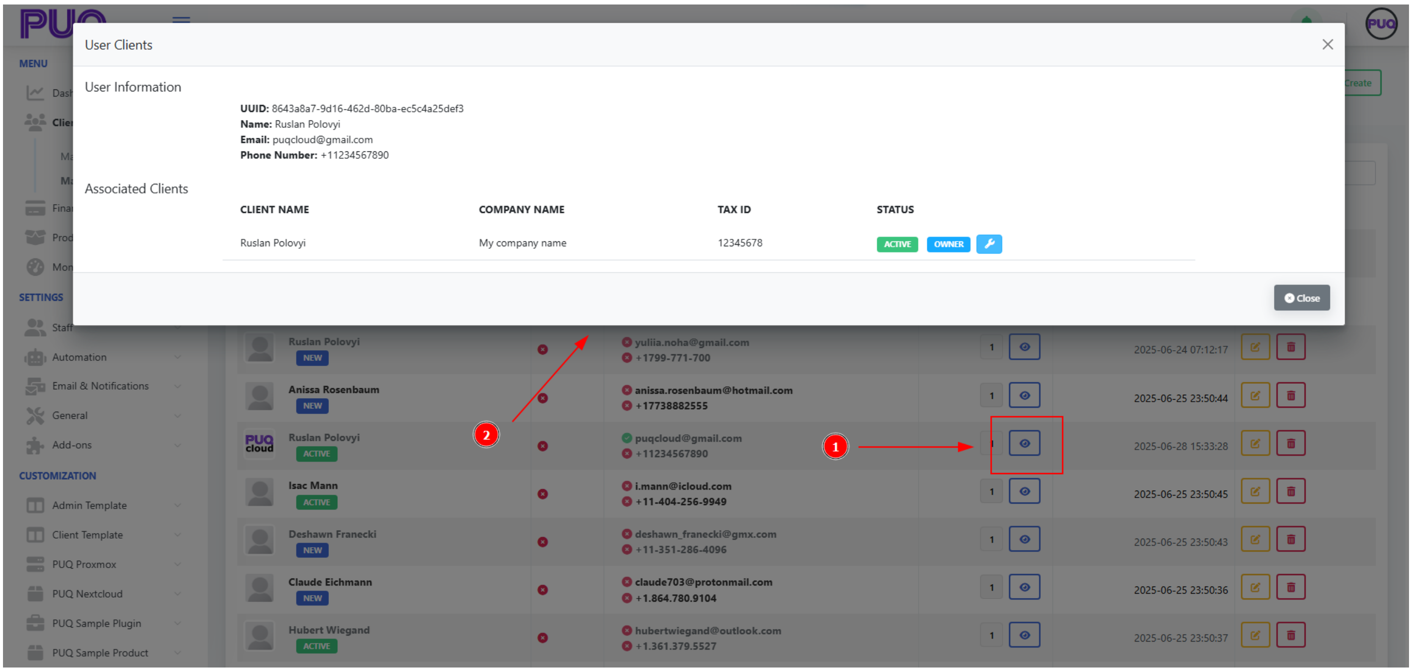
2. Fill the fields:
   - **Email** *(required)*
   - **Password** *(required)*
   - **2FA** *(toggle; optional but recommended)*
   - **Firstname**, **Lastname**
   - **Phone Number** *(with country code)*
   - **Language** *(UI language for the user)*
   - **Admin Notes** *(internal only)*
3. Click **Save**. The user appears in the list.

> **Next step:** Associate this user with a client from **Clients → Manage Clients → open a client → Users tab → + Associate User** (choose permissions there).

View a User's Clients

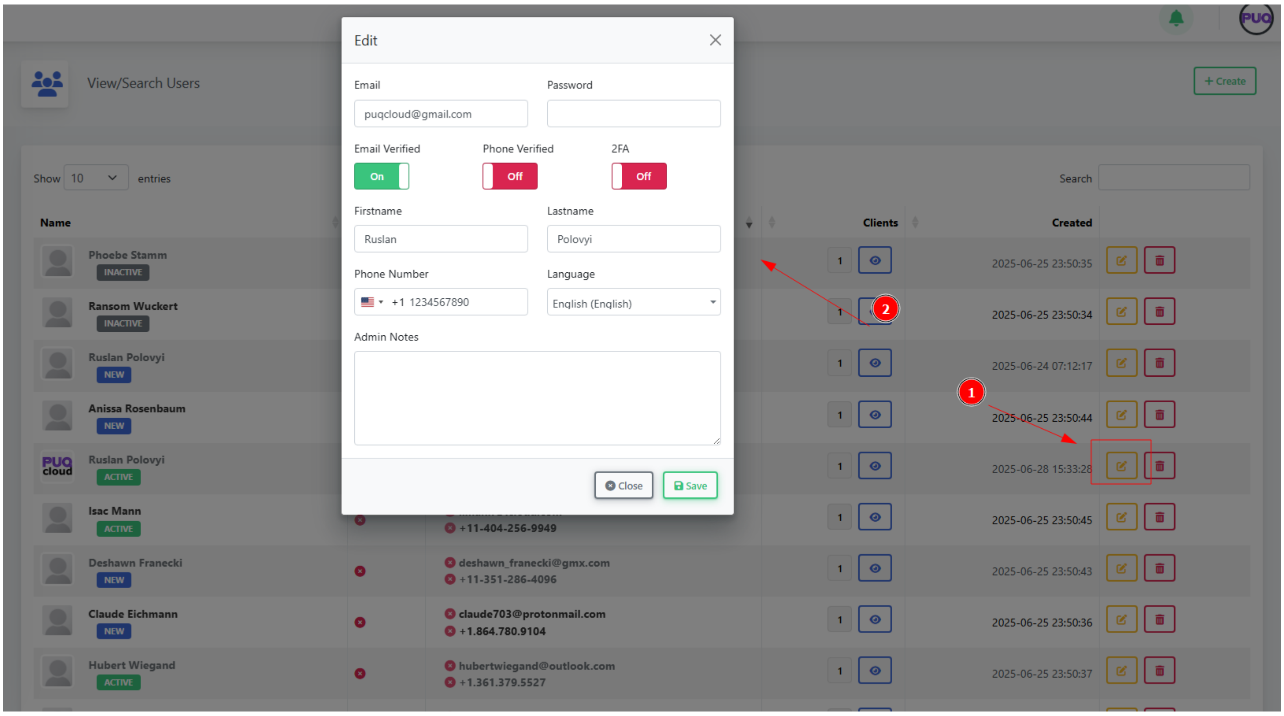
1. In **Manage Users**, find the user.
2. Click the **eye** icon in the **Clients** column.
3. In **User Clients** modal, review:
   - **User Information:** UUID, Name, Email, Phone.
   - **Associated Clients:** Client Name, Company Name, Tax ID, and **Status** badges (e.g., **ACTIVE**, **OWNER**).
4. Close when done.

(Screenshot: User Clients modal)



Edit a User

1. In **Manage Users**, click the **Edit** (pencil) icon on the desired row.
   (Screenshot: Edit User modal)



2. Update fields:
   - **Email**, **Password** (to reset), **Firstname**, **Lastname**
   - **Phone Number**, **Language**, **Admin Notes**
   - Verification toggles: **Email Verified**, **Phone Verified**
   - Security toggle: **2FA** (enable/disable)
3. Click **Save**.

Delete a User

1. In **Manage Users**, click the **Delete** (trash) icon.
2. Confirm the action.

Field Reference

Field	Where	Description
Email	Create/Edit	User’s login email. Must be unique.
Password	Create/Edit	Set/reset the user’s password.
2FA	Create/Edit	Turn on two-factor authentication for extra security.
Firstname / Lastname	Create/Edit	User’s display name.
Phone Number	Create/Edit	Stored with international country code.
Language	Create/Edit	UI language for this user.
Admin Notes	Create/Edit	Internal notes visible to admins only.

Field	Where	Description
Email Verified	Edit	Mark whether the email has been verified.
Phone Verified	Edit	Mark whether the phone has been verified.

Good Practices

- Require **strong passwords** and **2FA** for staff.
- Keep **contact info** and **language** up to date.
- Use **Admin Notes** to capture context (e.g., who requested access, ticket link).
- Manage access at **Client → Users** (set granular permissions per client).

Troubleshooting

- **Cannot log in** → Reset **Password**; ensure **Email Verified** is On; check if the user is **ACTIVE**.
- **User can’t see a client** → Associate them in **Client → Users**, verify **status** and **permissions**.
- **2FA lockout** → Temporarily disable **2FA** in **Edit**, then re-enroll.
- **Duplicate email** → Each user must have a unique email; rename or remove old account.

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